

REMARKS

In the Office Action the Examiner noted that claims 1-24 were pending in the application. The Examiner allowed claims 1, 2, 12-17 and 21, while rejecting claims 3, 6-10, 18-20 and 22. Claims 4, 5 and 11 were objected to. By this amendment, claim 22 has been cancelled, various claims have been amended and new claim 23 has been added. Thus, claims 1-21 and 23 are pending in the application. The Examiner's rejections are traversed below.

The Specification

The specification has been amended to provide the appropriate serial numbers for the related applications as required in item 1 on page 2 of the Office Action.

Prior Art Rejections of Claims 3, 6-10, 18, 19 and 22

In items 3-6 on page 2-5 of the Office Action the Examiner has rejected claims 3, 6-10, 18, 19 and 22 as anticipated by any one of U.S. Patent 5,499,291 to Kepley; U.S. Patent 5,757,904 to Anderson; and U.S. Patent 6,144,971 to Sunderman et al.

The Prior Art

U.S. Patent 5,499,291 to Kepley is directed to an arrangement for automatic call-center agent-schedule-notification and schedule-adherence functions. Figure 1 illustrates an automatic call distribution system which includes a plurality of agent-terminals 12 staffed by ACD agents. The portion of the specification relied on by the Examiner describes scheduling type information which is provided to the agent in order to determine the appropriate break schedule.

U.S. Patent 5,757,904 to Anderson is directed to a context sensitive presentation of information to call-center agents in which figures 1 and 6 illustrate a computer integrated telephone system which includes agent positions having work stations 118. The portion of the specification relied on by the Examiner in column 10 describes how calls are distributed based on certain data.

U.S. Patent 6,144,971 to Sunderman et al. is directed to a system for comparing an agent activity with a work schedule. The Examiner references Figure 26 of Sunderman which is a block diagram of the schedule adherence of Sunderman which shows a computer 30 used in

conjunction with a schedule adherence system 40. The computer 30 includes a display or screen 32. The Examiner takes the position that Sunderman teaches that displayed messages relate to adherence by the agents to a schedule.

The Claimed Invention Patentably Distinguishes Over the Prior Art

As described above, the Kepley and Sunderman et al. patents are based on automating "schedule adherence" processes within a contact center. The Anderson patent is focused on tailoring both the types of calls and any call related information presented to an agent as part of their call handling tools, based on information known about the caller, subject, environment, etc.

In contrast to the prior art, the present claimed invention is directed to displaying quality monitoring related information which does not include schedule adherence data. As an example, the present invention is capable of displaying a message indicating that the call quality, as measured in the system, is currently below goal. Such a message creates a sense of awareness and urgency in the agent population and results in a refocus on service quality.

Referring to claim 3, this claim has been amended to clarify the above-described features of the present invention. In particular, claim 3 is now directed to a quality monitoring interface accessing contact center information which includes:

an analyzer evaluating the recorded multimedia data to determine whether handling of contact center communication is above or below standards; and

one or more display devices displaying one or more messages indicating whether the handling of the contact center communication is above or below the standards, wherein the analyzer determines the one or more messages to be displayed.

Therefore, it is submitted that claim 3 patentably distinguishes over the prior art.

Claims 6-9 depend from claim 3 and include all of the features of that claim, plus additional features which are not taught or suggested by the prior art. Therefore, it is submitted that claims 6-9 distinguish over the prior art.

Claims 18, as amended, is directed to a method for displaying contact center information which includes:

comparing the recorded data against predetermined contact

center parameters to determine whether handling of the one or more communications is above or below standards corresponding to the predetermined contact center parameters;

displaying messages to contact center personnel, reporting contact center activity as compared against the parameters to indicate whether the handling of the one or more communications is above or below the standards; and

storing said displayed messages.

Therefore, it is submitted that claim 18 patentably distinguishes over the prior art. Claim 19 depends from claim 18 and includes all of the features of that claim plus additional features which are not taught or suggested by the prior art.

Rejection of Claim 20

Claim 20 was rejected as anticipated by the Sunderman et al. reference. Claim 20 depends indirectly from claim 18 and includes all of the features of that claims, plus additional features which are not taught or suggested by the prior art. Therefore, it is submitted that claim 20 patentably distinguishes over the prior art.

Objectionable Claims

In item 8 on page 5 of the Office Action the Examiner objected to claims 4, 5 and 11 indicating that these claims would be allowable if rewritten in independent form.

Claim 11 has been rewritten in independent form as amended claim 10. Therefore, it is submitted that claim 10 is now in condition for allowance.

New claim 23 corresponds to claim 4 as rewritten in independent form. Therefore, it is submitted that claim 23 patentably distinguishes over the prior art.

Claims 4 and 5 depend from amended claim 3 and further include patentable subject matter as recognized by the Examiner. Therefore, it is submitted that claims 4 and 5 patentably distinguish over the prior art.

Summary

It is submitted that none of the references, either taken alone or in combination, teach the present claimed invention. Thus, claims 1-21, and 23 are deemed to be in a condition suitable for allowance. Reconsideration of the claims and an early notice of allowance are earnestly solicited.

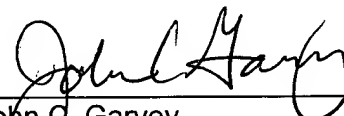
Respectfully submitted,

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